

Laptop Request Catalog Item

Team Id :NM2025TMID18929

Team Members:4

Team Leader:PADMAPRIYA.G

Team member :POORNA SANDHYA.R

Team member :PADMAVATHI.S

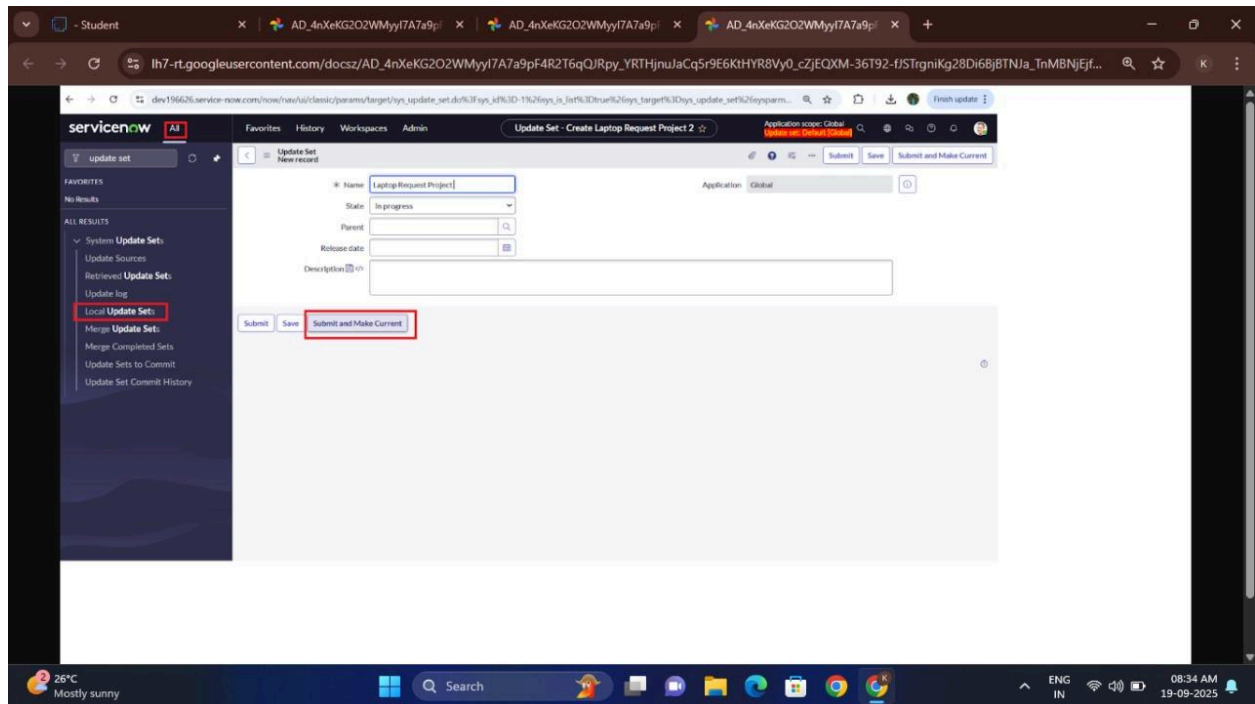
Team member :NIVETHA.R

Problem Statement

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Create Local Update set

- Open ServiceNow
- Go to All → Update Sets → Local Update Sets
- Click New
- Enter name: Laptop Request
- Click Submit
- Click Make Current to activate



Create Service Catalog Item

- Open ServiceNow
- Go to All → Service Catalog → Maintain Items
- Click New
- Enter:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
- Click Save

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to	This standard change template	true		Service Catalog	Network Standard	\$0.00	Item	2024-10-21

Catalog Item - Laptop Request

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Short description: Use this item to request a new laptop

Add variables

- Save the catalog item → scroll down to Variables
- Click New → add:
- Laptop Model | Single line text | laptop_model | 100

- Add more variables the same way:
- Justification | Multi line text | justification | 200
- Additional Accessories | Checkbox | additional_accessories | 300
- Accessories Details | Multi line text | accessories_details | 400
- Save the catalog item form

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAssv4Ek5zZPevaSbvDF8G_RDwNEbzms_eyMOOif59nFScbNeuiKvJ_Junpe9l557lWdrpFpU3o_AkUA6O9mGIGmI3v62bx...

dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

servicecatalog

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Active: ☒ Active

Mandatory: ☐ Mandatory

Read only: ☐ Read only

Hidden: ☐ Hidden

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model

* Name: laptop_model

Tooltip:

Example Text:

Submit Save

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAssv4Ek5zZPevaSbvDF8G_RDwNEbzms_eyMOOif59nFScbNeuiKvJ_Junpe9l557lWdrpFpU3o_AkUA6O9mGIGmI3v62bx...

dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

servicecatalog

Catalog Item: Laptop Request

Meta:

Copy Insert Insert and Stay Save Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

SN Utilis Versions (8)

Variables (4) Variable Sets Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Type	Question	Order
Single Line Text	Laptop Model	1
Multi Line Text	Justification	2
CheckBox	Additional Accessories	3
Multi Line Text	Accessories Details	4

1 to 4 of 4

Create Catalog UI policies

- Create Catalog UI policies
- Go to All → Service Catalog → Maintain Items
- Search and open Laptop Request
- Scroll down → Catalog UI Policies → New
- Short Description: Show accessories details
- Condition: additional_accessories is true
- Click Save (not Submit)
- Scroll down → Catalog UI Actions → New
- Variable: accessories_details
- Order: 100
- Mandatory: True
- Visible: True
- Click Save
- Click Save again on the Catalog UI Policy form

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar displays the navigation menu with 'maintain it' selected. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. The 'Applies to' section is configured with 'A Catalog Item' as the application, 'Laptop Request' as the catalog item, and 'Show Accessories Details' as the short description. The 'When to Apply' tab is active, showing a list of conditions: 'The catalog UI policy is Active', 'The Items in the Conditions field evaluate to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a single condition: 'additional_accessories is true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'On load' checkbox is also checked. The 'Reverse if false' checkbox is checked. The bottom status bar shows the system time as 07:44 PM on 18-09-2025.

ServiceNow Developers | New Record | Table | ServiceNo... | Student | AD_4nXe4eemd1swfvS7oeF3L4Yy-z6JE4yieVbQb7Y_5bN07tMmHtzqaIS3t8wi2GxiUWm-UREMNVbEuHIHQ0WYe7aGJq2m4...

maintain it

FAVORITES
No Results

ALL RESULTS
Service Catalog
Catalog Definitions
Maintain Items

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item
Catalog Item: Laptop Request
Short description: Show Accessories Details

Application: Global
Active: ☒

When to Apply | Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The Items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Choose option "OR" Clause
additional_accessories is true

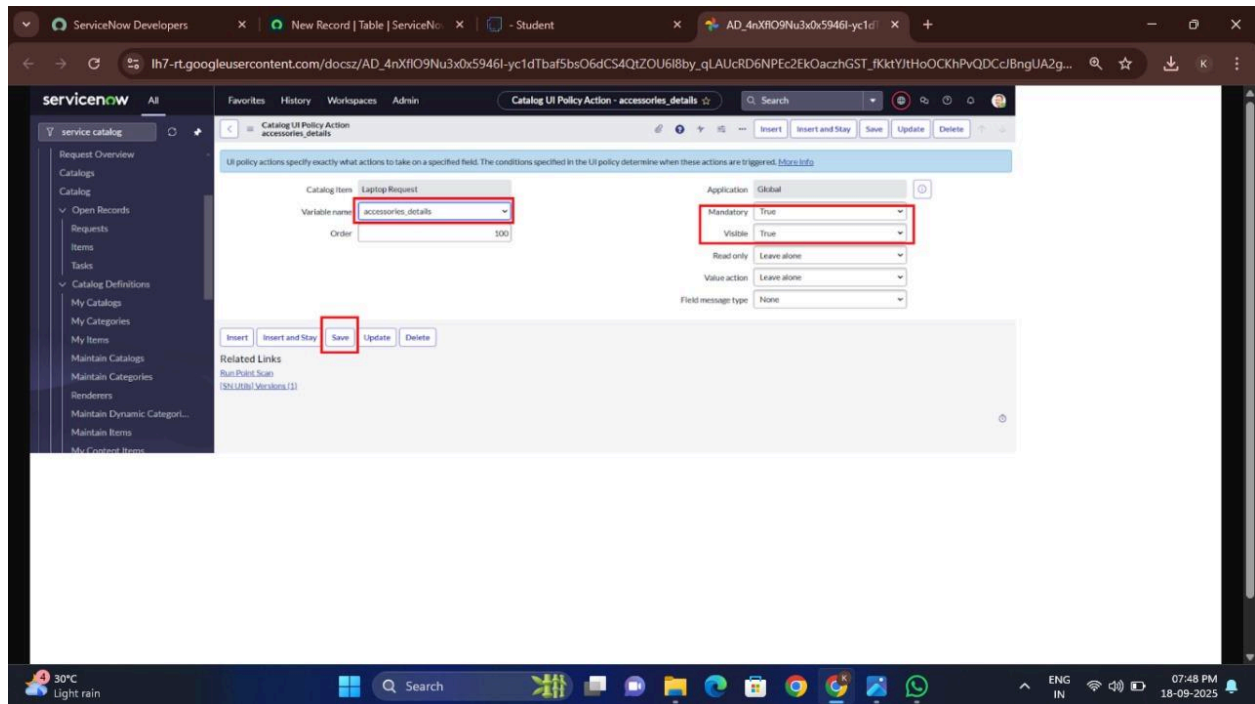
Applies on a Catalog Item view: ☒
Applies on Catalog Tasks: ☐
Applies on Requested Items: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values of the field:
On load: ☒
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:
Reverse if false: ☒

30°C
Light rain

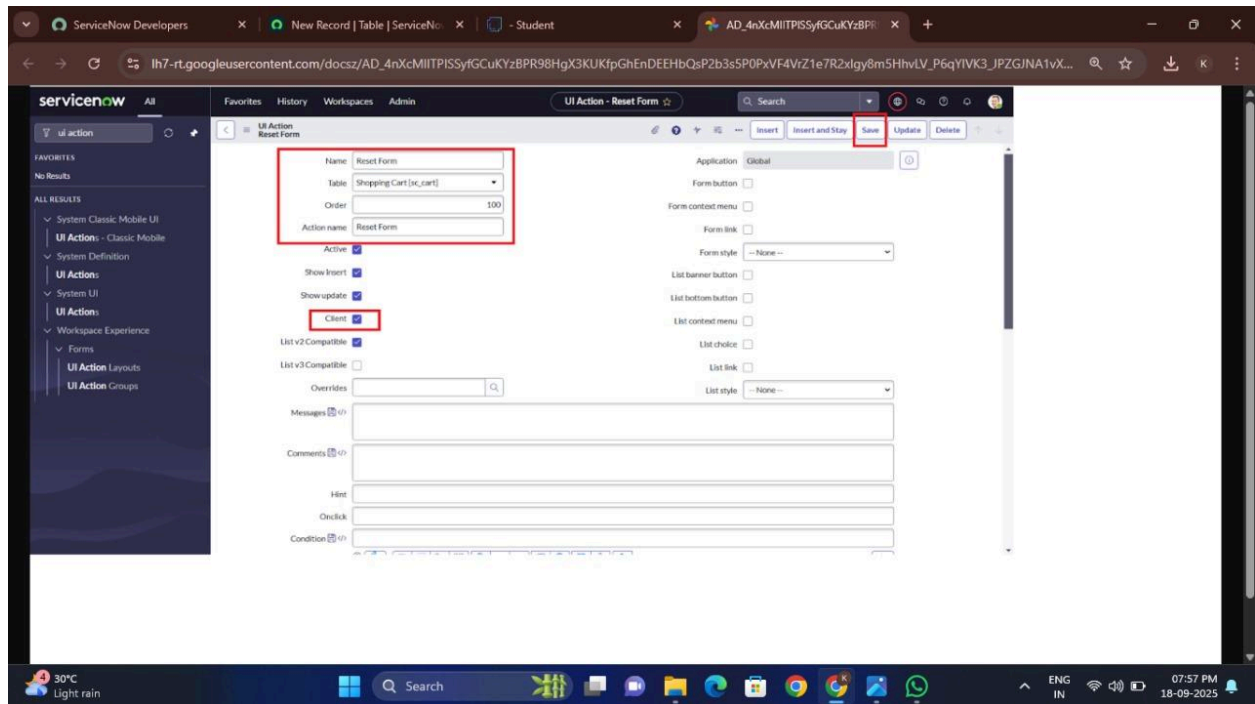
Search

ENG IN 07:44 PM 18-09-2025



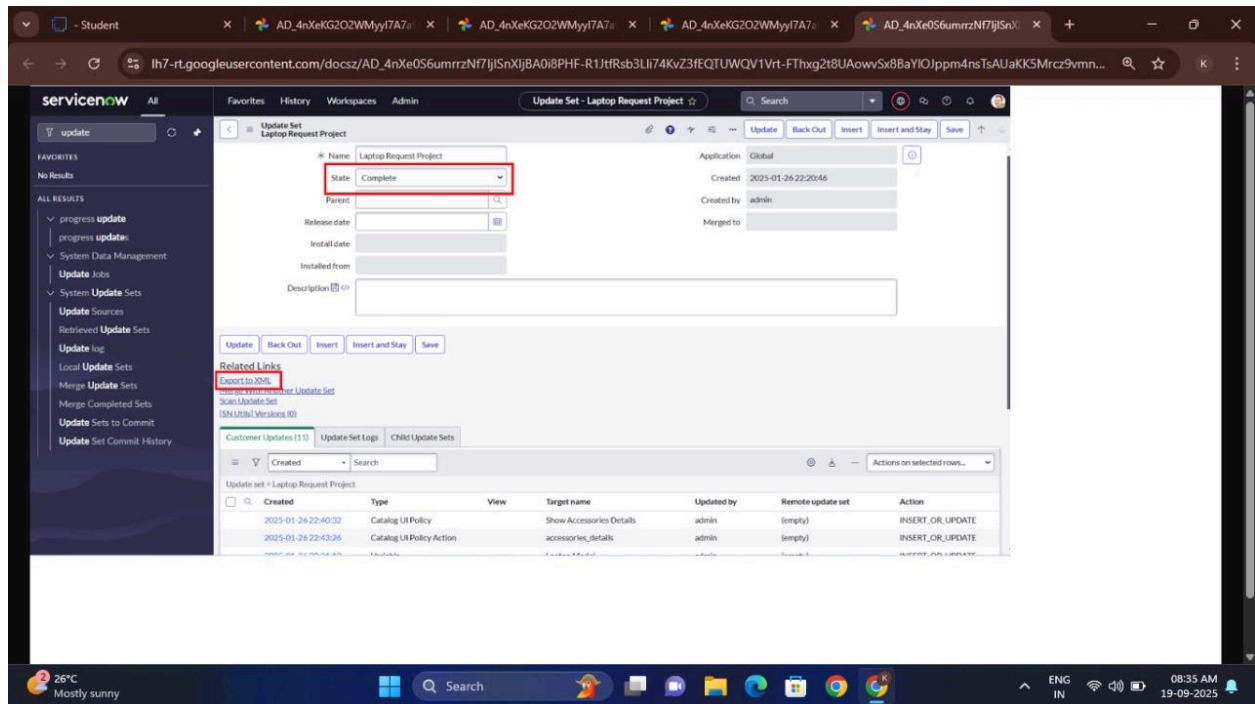
Create ui action

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
Fill the following details to create ui action
Table: shopping cart(sc_cart)
Order:100
Actionname:Reset form
Client : checked
- Click on save



Exporting changes to another instances

- Go to All → Update Sets → Local Update Sets
- Open Laptop Request Project
- Set State = Complete
- In Updates tab, check the changes
- Click Export to XML → file downloads



Retrieving the update set

- Open ServiceNow in Incognito and log in
- Go to All → Update Sets → Retrieved Update Sets
- Click Import from XML → upload the file → Upload
- Open Laptop Request Project
- Click Preview Update Set → then Commit Update Set
- Check Updates tab to see all changes

servicenow

update

Retrieved Update Sets

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny giga	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

1 to 15 of 15

servicenow

update

Import XML

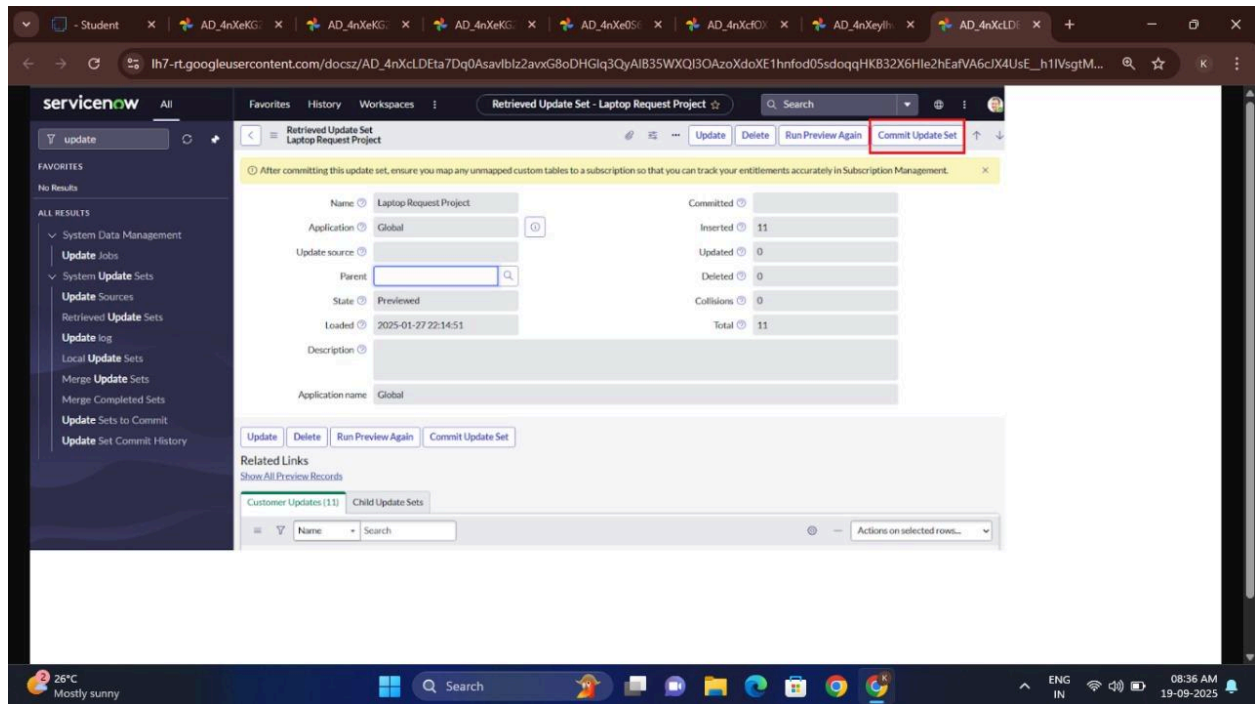
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file: [Choose File](#) sys_remote_us_feaad3be.xml

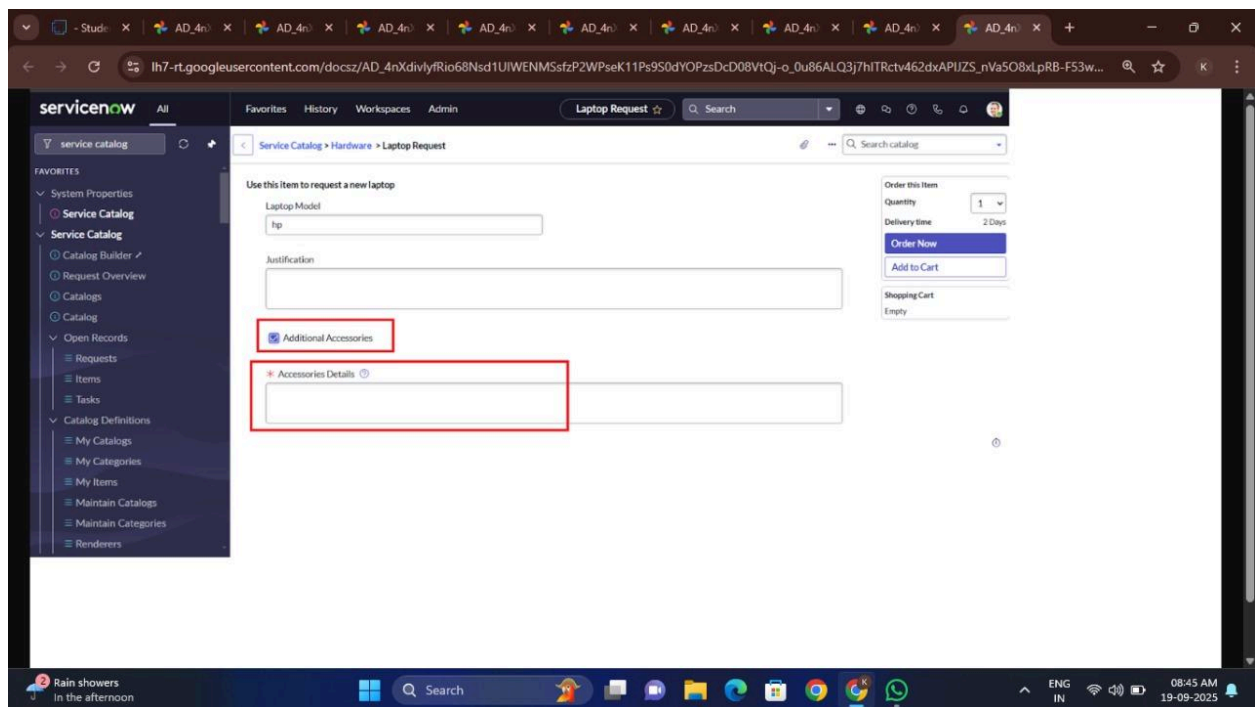
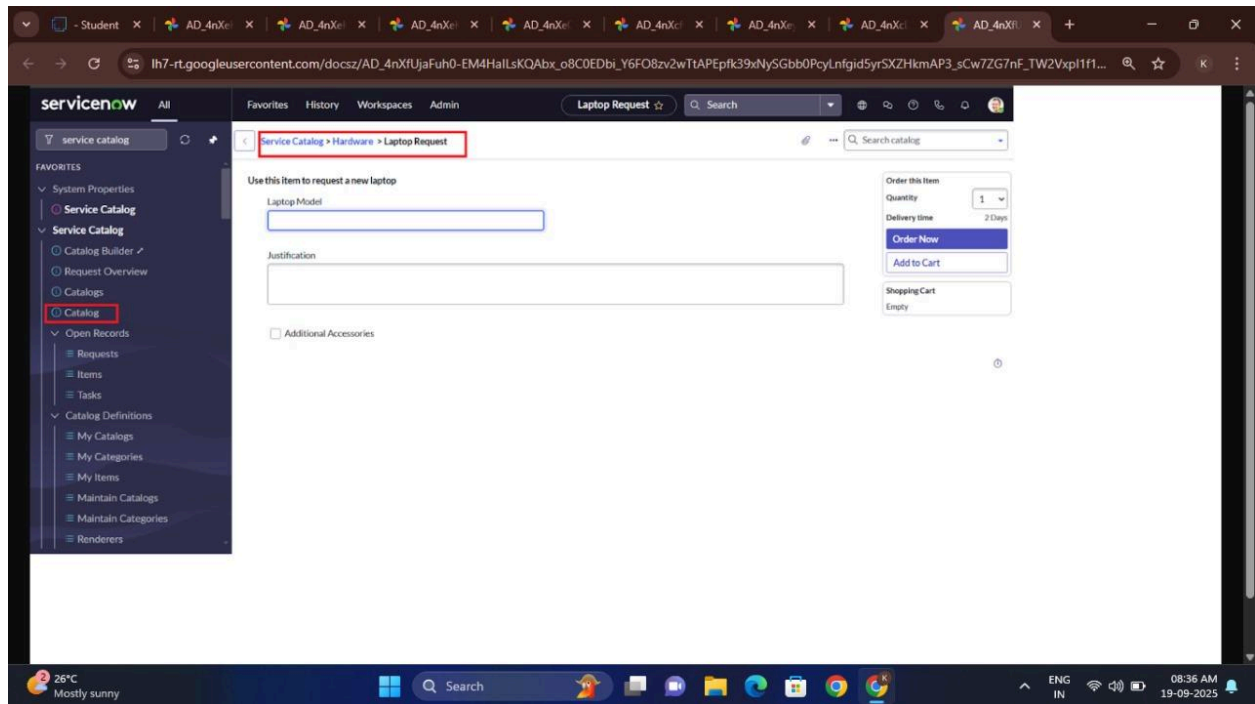
Step 2: Upload the file

[Upload](#)



Test Catalog Item

- Go to Service Catalog → Hardware in target instance
- Open Laptop Request item
- Only 3 variables show first
- Tick Additional Accessories → Accessories Details appears and is mandatory
- Result matches the requirement



Conclusion

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an

intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.